



VA TMS Domain Manager and Learning Manager Administrator Course

Session 6: Evaluation Learning

Virtual Instructor-Led Training

Participant Guide

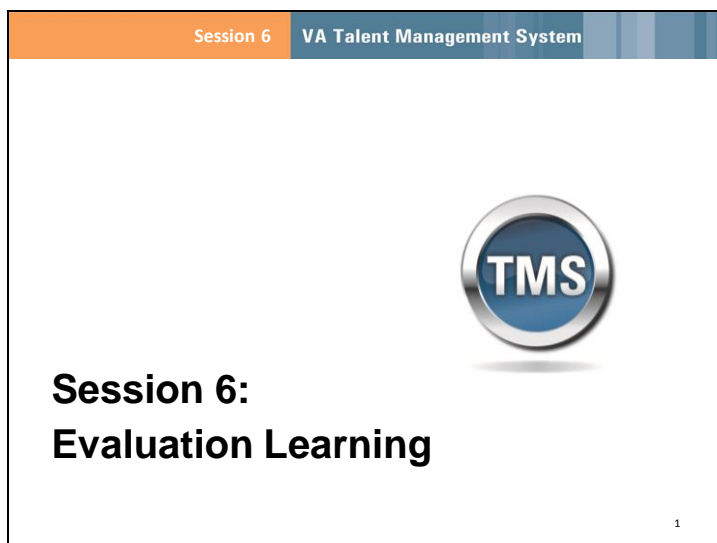
March 2014

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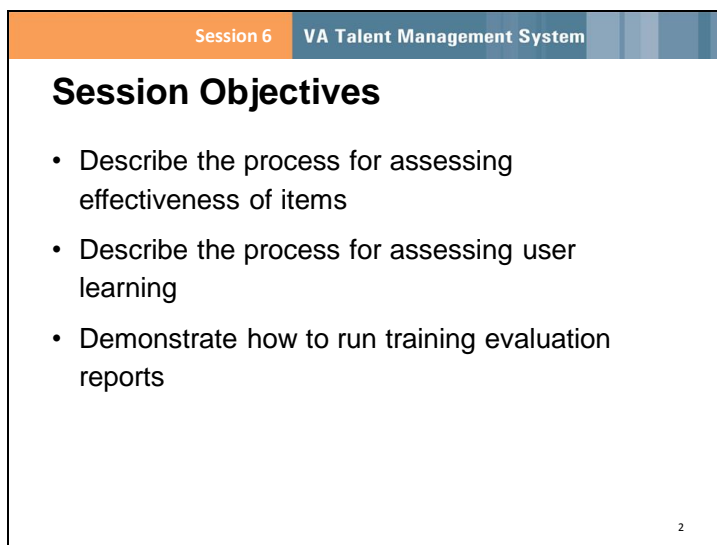
1.0 Training Content

1.1 Session 6 Overview



Notes:

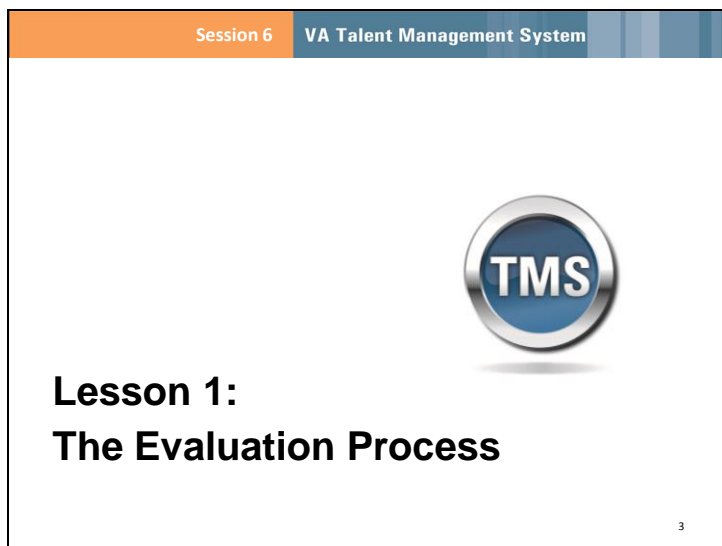
Slide 1: Session 6: Evaluation Learning



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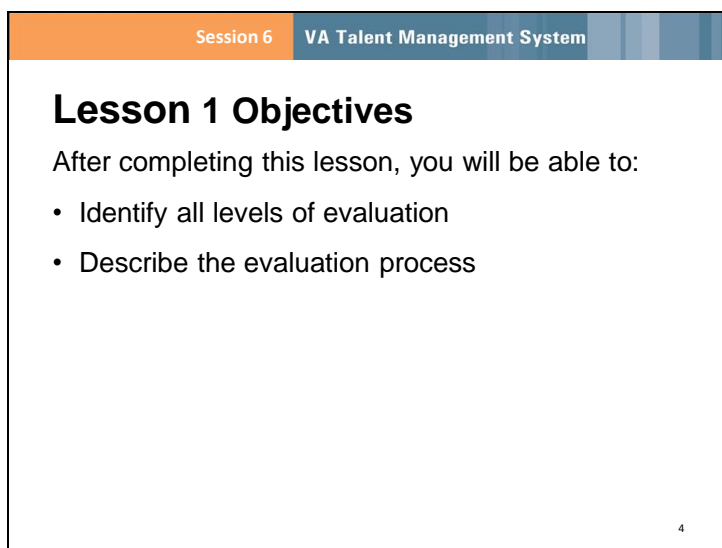
Slide 2: Session Objectives

1.2 Lesson 1: The Evaluation Process



Notes:

Slide 3: Lesson 1: The Evaluation Process



Notes:

Slide 4: Lesson 1 Objectives

Session 6 VA Talent Management System

Kirkpatrick's Evaluation Model

The four levels of Kirkpatrick's Evaluation Model measure:

- Level 1: Student Reaction
- Level 2: Learning
- Level 3: Behavior
- Level 4: Results

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Notes:

Slide 5: Kirkpatrick's Evaluation Model

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Steps to Implement the Model

1. Identify training program(s) (item) to be evaluated – *Online communication course*.
2. Create survey to capture users' reactions to the training.
3. Create pre- and post-exams (using Question Editor (QE)).
4. Create survey to follow-up on behavioral change or application of learning after the training.
5. Configure item(s) survey tab.
6. Assign learning needs to users.
7. User completes survey(s) upon completion of item.
8. Run report(s) to analyze results.

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Notes:

Slide 6: Steps to Implement the Model

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Preconfigured Requirements

Exams:

- Created using QE
- Pre- and post-exams created ahead of time

Item Record:

- Must exist before survey can be associated

Completion Status Configuration:

- Review and revise ahead to allow for follow-up surveys

Rating Scales:

- Establish at least two different rating scales before creating surveys

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Notes:

Slide 7: Preconfigured Requirements

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Sample Rating Scales

Commonly used five-point rating scale (evaluation):

Unsatisfactory	Needs Work	Satisfactory	Exceeds Expectations	Excellent
1	2	3	4	5

Commonly used follow-up evaluation five-point rating scale:

Never	Seldom	Mostly	Frequently	Always
1	2	3	4	5

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Slide 8: Sample Rating Scales


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Knowledge Check

What is the final step in any training program?

- a) Analysis
- b) Development
- c) Formative Evaluation
- d) Summative Evaluation

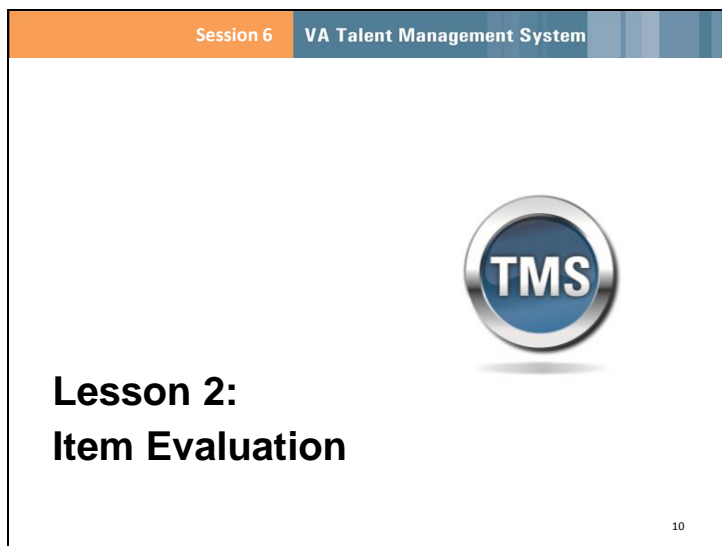


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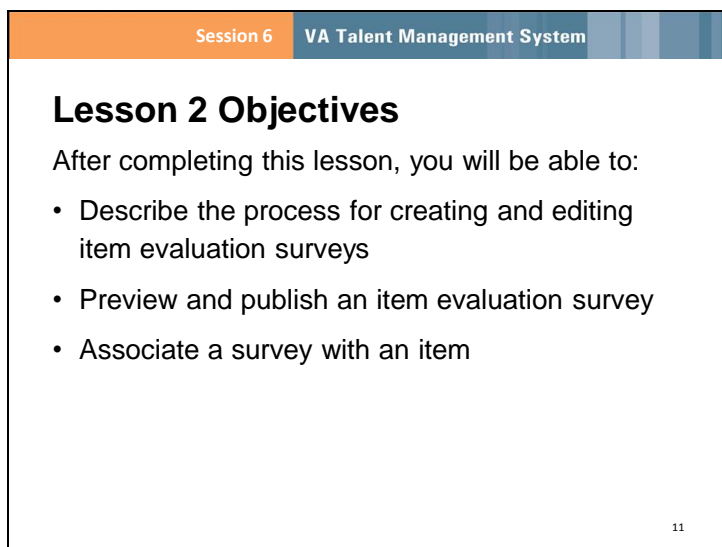
Slide 9: Knowledge Check

1.3 Lesson 2: Item Evaluation



Notes:

Slide 10: Lesson 2: Item Evaluation




Notes:

Slide 11: Lesson 2 Objectives

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Item Evaluation

- An item evaluation is a questionnaire survey that is built to assess a user's reaction to a training event
- Questions asked on a typical item evaluation survey cover the basics of a course and can be grouped according to focus area



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Notes

Slide 12: Item Evaluation

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Sample Focus Areas

- General Feedback
- Materials
- Instructor
- Goals of Program Met

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Notes:

Slide 13: Sample Focus Areas

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Types of Questions

- Relevance of the objectives
- Ability of the course to maintain interest
- Number and appropriateness of interactive exercises
- Ease of navigation
- Perceived value and transferability to the workplace

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Notes:

Slide 14: Types of Questions

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Four Question Types

- 1. Rating Scale:**
 - Use for quantitative results
- 2. One Choice:**
 - Use when you want the user to choose one answer from a group
- 3. Multiple Choice:**
 - Use when you want the user to be able to choose multiple answers
- 4. Open Ended:**
 - Use when you want the user to type an answer

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Notes:

Slide 15: Four Question Types

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**Demonstration:
Item Evaluation Steps**

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Notes:

Slide 16: Demonstration: Item Evaluation Steps



Demonstration: Item Evaluation Steps

To complete an item evaluation:

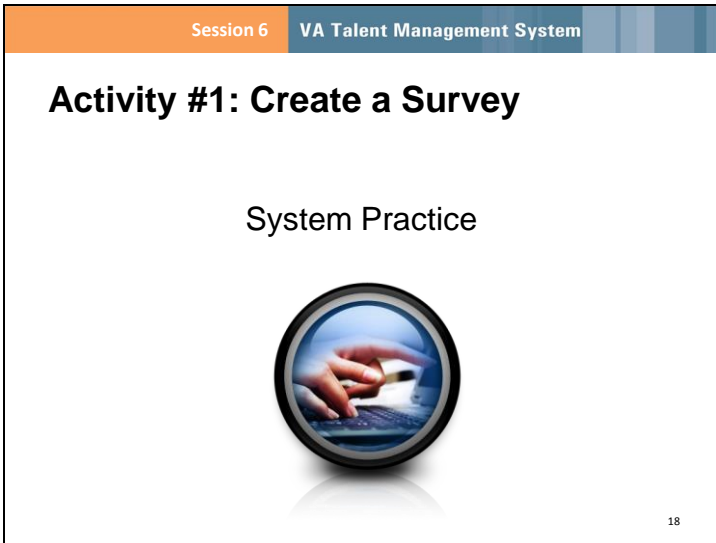
1. Navigate to **Learning > Questionnaire Surveys**.
2. Select **Add New**.
3. Enter a survey ID.
4. Enter a survey name.
5. Select an evaluation level (for this example, select **Item Evaluation: User Satisfaction**).
6. Enter survey description.
7. Enter comments.
8. Select a domain.
9. Check **Active** checkbox.
10. Select **Add**.
11. Select the **Questions** tab.
12. Enter survey instructions.
13. Enter first page title.
14. Enter first page instructions.
15. Select **Add Question** icon.
16. Enter question stem.
17. Select question type (rating scale).
18. Select a rating scale.
19. Repeat steps 15–18 to add additional questions.
20. Select **Add Page** icon.
21. Enter second page title.
22. Enter second page instructions.
23. Select **Add Question** icon.
24. Enter question stem.

25. Select question type (rating scale).
26. Select a rating scale.
27. Repeat steps 23–26 to add additional questions.
28. Select **Save Draft**.



Notes:

Slide 17: System Login



Notes:

Slide 18: Activity #1: Create a Survey



Activity #1: Create a Survey

1. Navigate to **Learning > Questionnaire Surveys**.
2. Select **Add New**.
3. Enter a survey ID.
4. Enter a survey name.
5. Select an evaluation level (for this example, select **Item Evaluation: User Satisfaction**).
6. Enter survey description.
7. Enter comments.
8. Select a domain.
9. Check **Active** checkbox.
10. Select **Add**.
11. Select the **Questions** tab.
12. Enter survey instructions.
13. Enter first page title.
14. Enter first page instructions.
15. Select **Add Question** icon.
16. Enter question stem.
17. Select question type (rating scale).
18. Select a rating scale.
19. Repeat steps 15–18 to add additional questions.
20. Select **Add Page** icon.
21. Enter second page title.
22. Enter second page instructions.
23. Select **Add Question** icon.
24. Enter question stem.
25. Select question type (rating scale).

26. Select a rating scale.
27. Repeat steps 23–26 to add additional questions.
28. Select **Save Draft**.

Scenario:

An online course on how to deal with customers, conflict, and confrontation has been created. You are responsible for creating the item evaluation survey to be assigned to all users immediately after the course is completed. This is the general course evaluation survey to be used after every online HR course.

Task:

Write down additional questions for each page of this survey. Each question will be a rating scale type using the five-point scale (created previously). The comments question at the end of each page is an open-ended question type.

NOTE: This data will be used to complete the next activity.

Survey Instructions: Please help us improve our quality. Your feedback is important to us. Complete the survey to the best of your ability.

Page 1 Title: General Course Feedback (question type: rating scale)

Page 1 Instructions: Please complete the following questions to the best of your ability.

1. The training was relevant to my job.
2. Comments (question type: open ended)

Page 2 Title: Training Materials Feedback (question type: same rating scale as above)

Page 2 Instructions: Please complete the following questions to the best of your ability.

1. The visual aids were accurate and of good quality.
2. Comments (question type: open ended)

Page 3 Title: Online Instructions (question type: same rating scale as above)

Page 3 Instructions: Please complete the following questions to the best of your ability.

1. The directions on how to use the online course were communicated effectively.
2. Comments (question type: open ended)

Page 4 Title: Training Methods Feedback (question type: same rating scale as above)

Page 4 Instructions: Please complete the following questions to the best of your ability.

1. The right information was covered at the right speed for me.
2. Comments (question type: open ended)

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Configuration Options

- Anonymous completion
- Completion required to move to Completed Work
- Required-By date
- A comments section can be added after each question for additional feedback per question

Questionnaire Surveys | Search | Add New

Survey ID: UREID_SAT
Name: Online Communication Course Feedback

Edit the Survey Defaults

Anonymous Surveys: ☒ Yes ☐ No

Required For Item Completion: ☒

Days to Complete: 7

Include Comments Field for each Question: ☐ Yes ☒ No

[Apply Changes](#) [Reset](#)

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Notes:

Slide 19: Configuration Options

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Notifications

There are two notification templates associated with the questionnaire survey functionality:

- Email Template
- Roll-Up Email Template

Questionnaire Surveys | Help

[Preview Notifications](#)

Preview Questionnaire Survey Notifications

User: Student Questionnaire Survey Assignment Notification
Other: Questionnaire Survey Assignment Notification

Body: Our records indicate that you have completed item <COURSE_NAME>. This notification confirms your assignment of the Survey <SURVEY_NAME>. Please complete this survey by <REQUIRED_DATE>. Your feedback contributes to the overall improvements and quality of items. The assigned survey is <SURVEY_ASSIGNMENT_TYPE> in order to receive credit for item <COURSE_NAME>. Please log into SuccessFactors Learning to complete the survey at your earliest convenience.

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Notes:

Slide 20: Notifications

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**Demonstration:
Configurations and Notifications**

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Notes:

Slide 21: Demonstration: Configurations and
Notifications



Demonstration: Configurations and Notifications

1. Access survey records from the previous activity.
2. Select the **Options** tab.
3. Select **Yes** for anonymous surveys.
4. Check the **Required for Item Completion** checkbox.
5. Enter number of days to complete survey from assignment.
6. Select option to include comments field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.

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Activity #2: Configure Options and Notifications

System Practice



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Notes:

Slide 22: Activity #2: Configure Options and Notifications



Activity #2: Configure Options and Notifications

1. Access survey records from the previous activity.
2. Select the **Options** tab.
3. Select **Yes** for anonymous surveys.
4. Check the **Required for Item Completion** checkbox.
5. Enter number of days to complete survey from assignment.
6. Select option to include comments field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.



The Job Aid: Item Evaluation Survey (Task C) is available in the VA TMS.

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Preview and Publish

- Once created, preview the draft survey before publishing it

Survey

Please help us improve our quality. Your feedback is important to us. Complete the survey to the best of your ability.

Title: Online Communication Course Feedback
Offering:
Instructor:
Location:

☐ Do not submit my name with this survey

Save Close Previous Page Next Page

General Course Feedback

Page 1 of 2

Please complete the following questions to the best of your ability.

1. The training was relevant to my job.

NA ☐ Ready Now ☐ Ready in 1-3 Years ☐ Ready in 3-5 Years ☐

2. The visual aids were accurate and of good quality.

NA ☐ Unsatisfactory ☐ Needs Work ☐ Satisfactory ☐ Exceeds Expectations ☐ Excellent ☐

3. The directions on how to use the online course were communicated effectively.

NA ☐ Unsatisfactory ☐ Needs Work ☐ Satisfactory ☐ Exceeds Expectations ☐ Excellent ☐

4. The right information was covered at the right speed for me.

NA ☐ Unsatisfactory ☐ Needs Work ☐ Satisfactory ☐ Exceeds Expectations ☐ Excellent ☐

5. Comments

200 characters remaining

Save Close Previous Page Next Page


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Notes:

Slide 23: Preview and Publish

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Demonstration: Preview and Publish

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Notes:

Slide 24: Demonstration: Preview and Publish




Demonstration: Preview and Publish

1. Select the **Questions** tab.
2. Select **Preview**.
3. Select **Draft** from drop-down menu.
4. Review preview of survey.
5. Select **Close** to close preview of survey.
6. Select **Publish**. The survey is now ready for use.

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Activity #3: Preview and Publish

System Practice



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Notes:

Slide 25: Activity #3: Preview and Publish



Activity #3: Preview and Publish

1. Select the **Questions** tab.
2. Select **Preview**.
3. Select **Draft** from drop-down menu.
4. Review preview of survey.
5. Select **Close** to close preview of survey.
6. Select **Publish**. The survey is now ready for use.

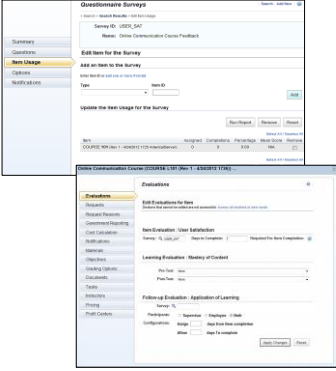
NOTE: Once a survey is published, the Questions tab will have two button options—Preview and Create Draft. Select **Preview** to view the published survey. Select **Create Draft** to make minor edits to the survey content, such as misspellings that were overlooked during the draft version. Select **Publish** to republish the survey after making edits.



The Job Aid: Item Evaluation Survey is available in the VA TMS.

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Associate the Survey



There are two functional ways to associate a survey with an item:

1. Within the questionnaire survey from the Item Usage tab
2. Within an item record from the Evaluations tab

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Notes:

Slide 26: Associate the Survey

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Only One Survey per Item

If a survey is already associated with an item, you will receive a warning message if you attempt to associate another survey.

Warning

Warning Details:

- In the current selection, one or more items for creating Survey-Item association is already associated with another survey. Current Survey-Item Association will be removed and new Association will be established. The below section has the details listed.

Do you wish to replace current Survey-Item Association?

Pressing yes will replace current Survey-Item Association.

Pressing no will return to the previous page.

Do you wish to proceed?

Affected Survey-Item(s) Association Details


Item	Survey ID (Survey Name)	Survey Assignment Type
COURSE 101 (Rev 1 - 4/24/2012 1725 America/Denver)	USER_SAT (Online Communication Course Feedback)	Required for Completion

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Notes:

Slide 27: Only One Survey per Item

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**Demonstration:
Associate the Survey**

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Notes:

Slide 28: Demonstration: Associate the Survey




Demonstration: Associate the Survey

1. Select the **Item Usage** tab.
2. Select the **add one or more from list** link.
3. Search for one or more items.
4. Select one or more items from results list.
5. Select **Add**.

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Activity #4: Associate the Survey

System Practice



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Notes:

Slide 29: Activity #4: Associate the Survey



Activity #4: Associate the Survey

1. Select the **Item Usage** tab.
2. Select the **add one or more from list** link.
3. Search for one or more items.
4. Select one or more items from results list.
5. Select **Add**.

Associate item with survey: item evaluation:

1. Navigate to Learning > Items.
2. Search for an item.
3. Select the **Item Key** link to access the item in edit mode.
4. Select **More** from the Related area.
5. Select the **Evaluations** tab.
6. In the **Item Evaluation: User Satisfaction** section, select the **Search** icon to search for and select a questionnaire survey.
7. Select **Apply Changes**.
8. Depending on how the survey was configured, the Days to Complete field and the Required for Completion checkbox may or may not be auto-filled. If necessary, change these fields. If desired, enter or change the Days to Complete number and check/uncheck the **Required for Item Completion** checkbox.
9. If any changes are made, select **Apply Changes** to save your modifications.



The Job Aid: Item Evaluation Survey is available in the VA TMS.


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Knowledge Check

To create a survey, navigate to _____ and select the Questionnaire Surveys tab.

- a) Commerce
- b) Content
- c) Learning
- d) Performance

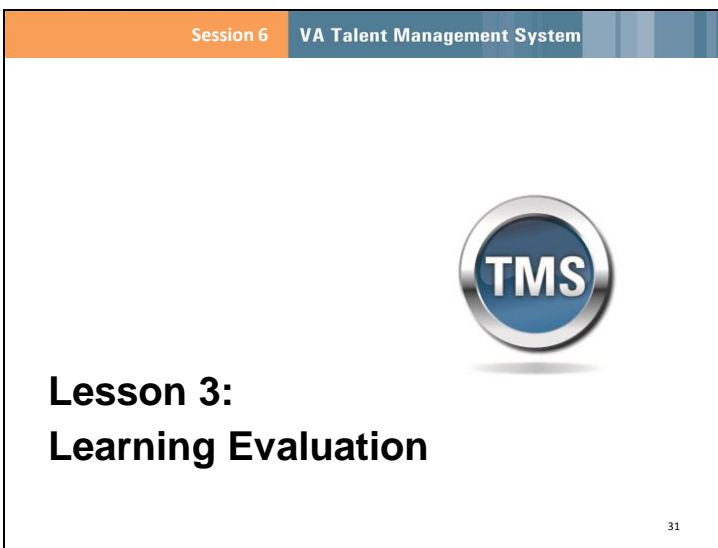


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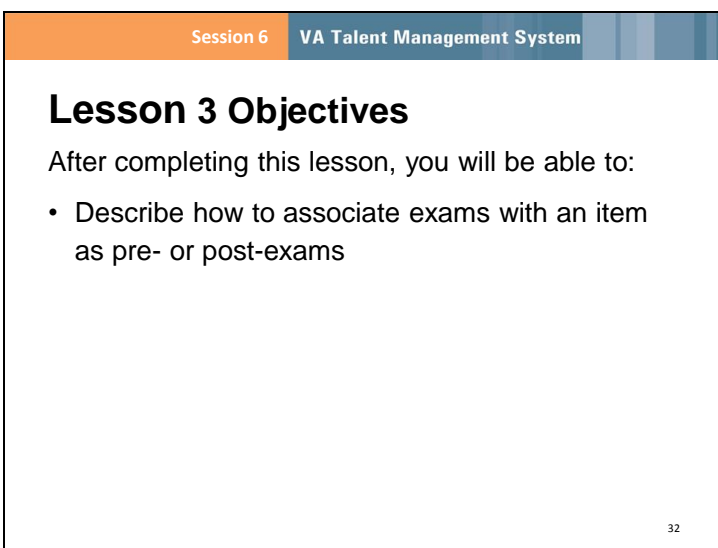
Slide 30: Knowledge Check

1.4 Lesson 3: Learning Evaluation



Notes:

Slide 31: Learning Evaluation




Slide 32: Lesson 3 Objectives

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Learning Evaluation

- The purpose of the pre- and post-exams is to assess the user's knowledge of the content prior to the training and then just after the training
- Questions for exams are created in QE
- Best practice is to associate questions with objectives



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Notes:

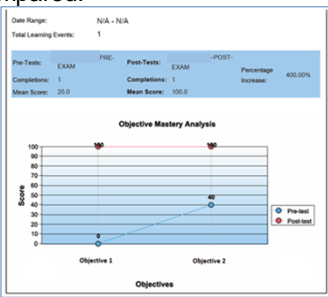
Slide 33: Learning Evaluation

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Sample Learning Evaluation Report

If the training program is effective, there will be a demonstrative increase in knowledge when the two exam results are compared.




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Slide 34: Sample Learning Evaluation Report

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Activity #5: Associate the Evaluation

System Practice



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Notes:

Slide 35: Activity #5: Associate the Evaluation



Activity #5: Associate the Evaluation

To associate pre- and post-exams:

1. Navigate to **Learning > Items**.
2. Search for and access an item record in edit mode.
3. Select **More** from the **Related** area.
4. Select the **Evaluations** tab.
5. In the **Learning Evaluation: Mastery of Content** section, select the drop-down menu for pre-exam and select the desired exam.
6. Select the drop-down menu for post-exam and select the desired exam.
7. Select **Apply Changes**.



The Job Aid: Associate Pre- and Post-Exams—Learning Evaluation is available in the VA TMS.


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Knowledge Check

Within an Item Record, which of these best represents the location to associate a survey with an item?

- a) Related Area > More > Evaluations
- b) Area > Summary
- c) Actions Area > Schedule
- d) Related Area > Prerequisites

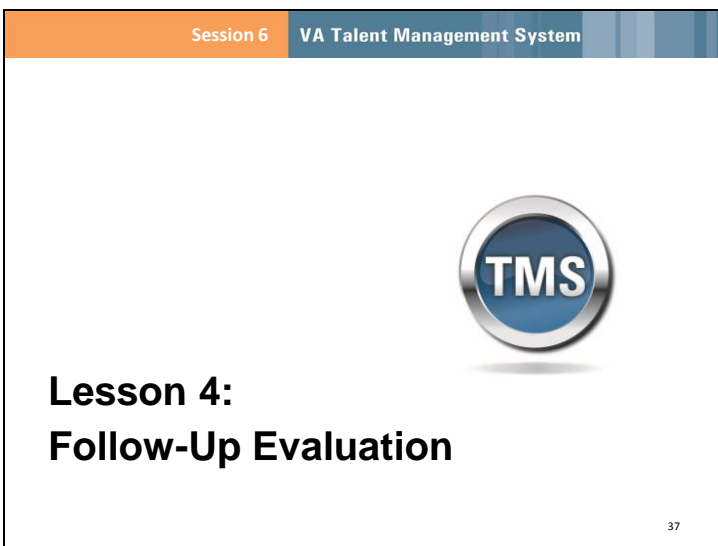


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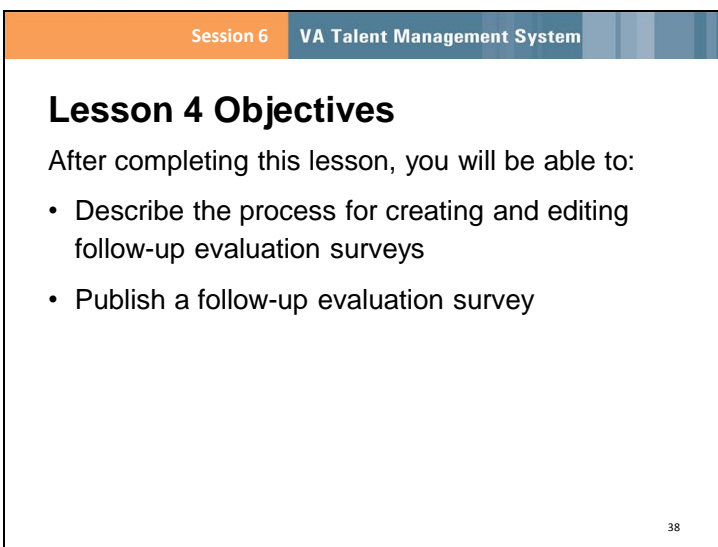
Slide 36: Knowledge Check

1.5 Lesson 4: Follow-Up Evaluation



Notes:

Slide 37: Lesson 4: Follow-Up Evaluation



Notes:

Slide 38: Lesson 4 Objectives

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Follow-Up Evaluation

- Follow-up evaluations attempt to answer whether learners' behaviors actually change as a result of new learning
- Functionally, the creation of a follow-up evaluation is the same as an item evaluation questionnaire survey

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Notes:

Slide 39: Follow-Up Evaluation

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Questions for Follow-Up Evaluations

Questions can be reworded from item evaluation surveys to best fit the need of the program and evaluation methodology.

For example, before:

- Did the representative open each customer dialogue with a product benefit statement, followed by a request to proceed?

Once reworded:

- *How often* did the representative open each customer dialogue with a product benefit statement, followed by a request to proceed?

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Slide 40: Questions for Follow-Up Evaluations

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Activity #6: Create the Follow-Up Evaluation

System Practice



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Notes:

Slide 41: Activity #6: Create the Follow-Up Evaluation



Activity #6: Create the Follow-Up Evaluation

Scenario: When the online course on how to deal with customers, conflict, and confrontation is finished by employees, they will need to complete a follow-up evaluation survey. You are responsible for creating the questions for the follow-up evaluation survey to be assigned to all users and supervisors. In the next activity, we will configure the survey.

Task: Using the previous labs in this course as a guide, complete the following tasks on your own:

1. Create a follow-up evaluation survey using the sample questions on the next page.
2. Write additional questions for each page of this survey. Each question will use a rating scale type using the five-point frequency scale (created previously). The comments question at the end of each page is an open-ended question type.

Survey Instructions: Please complete this survey to the best of your ability regarding your capabilities on dealing with confrontation and difficult people, before the training and after.

Page 1 Title: Rate your capability before the training. How did you deal with customer confrontation?

Page 1 Instructions: A lot of people cannot handle confrontation. They shake and lose control of their voice pitch, and cannot control their thoughts properly. It can be frustrating when someone is putting you down and you can't argue back because you have confrontation jitters. This is the "fight or flight" response kicking in and it pumps adrenaline throughout your body in readiness to fight, or in readiness to run.

Answer these questions to see how you used to deal with confrontation before the training you received.

1. Before this training course, how often did you take a deep breath just before a confrontational situation or during it if necessary? This lowers your heartbeat and blood pressure.
2. Comments (question type: open ended)

Page 2 Title: Rate your capability after the training: How are you now able to deal with customer confrontation?

Page 2 Instructions: A lot of people cannot handle confrontation and start to shake; they lose control of their voice pitch, and cannot control their thoughts properly. It can be frustrating when someone is putting you down and you can't argue back as you have a touch of confrontation jitters. This is the "fight or flight" response kicking in and it pumps adrenaline throughout your body in readiness to fight, or in readiness to run.

Answer these questions to see how well you now deal with confrontation since the training you received.

1. Since this training course, how often do you currently take a deep breath just before a confrontational situation or during it if necessary? This lowers your heartbeat and blood pressure.
2. Comments (question type: open ended)

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Configuration Options

- The follow-up evaluation can be assigned to users in a configurable number of days from completion of the item. The evaluation completion date is a configurable number of days from assignment.
- A follow-up survey can be completed by the user only, the supervisor only, or both
- A comments section can be added after each question for additional feedback per question

Summary

Questions

Item Usage

Options

Notifications

Questionnaire Surveys

Survey ID: 424562.0

Name: Level 1: Transfer of Knowledge Follow Up Survey

Edit the Survey Defaults

Post Evaluation: Assign Days from item completion

Allow Days to Complete

Participants: ☐ Employee ☐ Supervisor ☒ Both

Include Comments Field for each Question: ☒ Yes ☐ No

Apply Changes

Reset

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Notes:

Slide 42: Configuration Options

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Demonstration: Configuration Options

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Slide 43: Demonstration: Configuration Options



Demonstration: Configuration Options

1. Navigate to **Learning > Questionnaire Survey**.
2. Search for and select the follow-up survey just created in the activity.
3. Select the **Options** tab.
4. To configure the post-evaluation settings, enter a number of days from item completion to assign the follow-up survey, and a number of days to complete the survey.
5. Select the follow-up survey participants (employee, supervisor, or both).
6. Select the **option to include comments** field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.
13. Select the **Questions** tab.
14. Select **Preview** and then select **Draft** from drop-down menu.
15. Select **Close** to close preview of survey.
16. Select **Publish**. The survey is now ready for use.




The Job Aid: Follow-up Evaluation Survey is available in the VA TMS.

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Activity #7: Configure the Follow-Up Evaluation

System Practice



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Notes:

Slide 44: Activity #7: Configure the Follow-Up Evaluation



Activity #7: Configure the Follow-Up Evaluation

1. Navigate to **Learning > Questionnaire Survey**.
2. Search for and select the follow-up survey just created in the activity.
3. Select the **Options** tab.
4. To configure the post-evaluation settings, enter a number of days from item completion to assign the follow-up survey, and a number of days to complete the survey.
5. Select the follow-up survey participants (employee, supervisor, or both).
6. Select **option to include comments** field for each question.
7. Select **Apply Changes**.
8. Select the **Notifications** tab.
9. If necessary, edit body of notification message.
10. Select **Apply Changes**.
11. If necessary, select **Browse** to add an attachment to notification.
12. Select **Apply Changes**.
13. Select the **Questions** tab.
14. Select **Preview** and then select **Draft** from drop-down menu.
15. Select **Close** to close preview of survey.
16. Select **Publish**. The survey is now ready for use.



The Job Aid: Follow-up Evaluation Survey is available in the VA TMS.

Scenario: The online course on how to deal with customers, conflict, and confrontation is ready to be released to users. You have created the follow-up evaluation survey questions, and configured the survey to be assigned to all users and supervisors 120 days after the course is completed, with seven (7) days to complete. Now associate the survey with the online item.

Task: Using the previous labs in this course as a guide, complete the following task on your own.

- a) Associate the follow-up survey with the online item

The next activity will introduce how to configure the automatic process to trigger the evaluation.



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Knowledge Check

Complete the following sentence by choosing the correct option.
If the same kind of survey is already associated with an item,
_____.

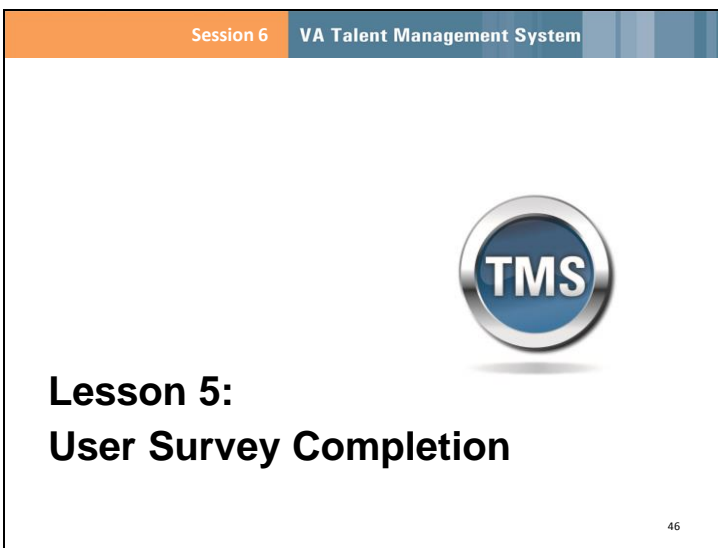
- a) a second survey can be associated with the item after a set date
- b) a warning message will appear upon attempts to associate additional surveys with the item, BUT the warning message can be overridden with the correct password
- c) additional surveys can be associated with the item at any time
- d) the system will not allow additional surveys to be associated with the item

45

Notes:

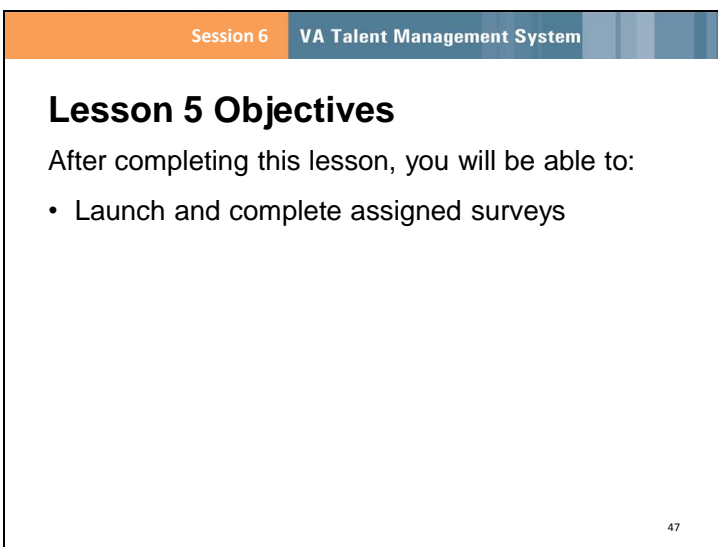
Slide 45: Knowledge Check

1.6 Lesson 5: User Survey Completion



Notes:

Slide 46: User Survey Completion



Notes:

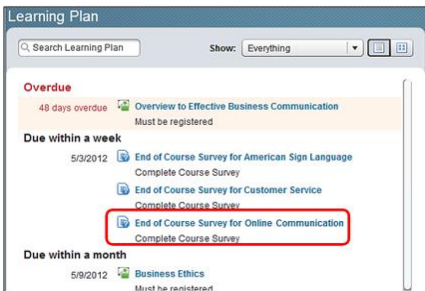
Slide 47: Lesson 5 Objectives

Session 6

VA Talent Management System

Survey Completion

When a survey is assigned to a user, he or she will receive an e-mail and the survey displays in the user's To-Do List.



The screenshot shows a 'Learning Plan' window with a search bar and a 'Show' dropdown. It lists several surveys categorized by due date: 'Overdue' (48 days overdue), 'Due within a week' (5/3/2012), and 'Due within a month' (5/9/2012). The 'End of Course Survey for Online Communication' is highlighted with a red box.

48

Notes:

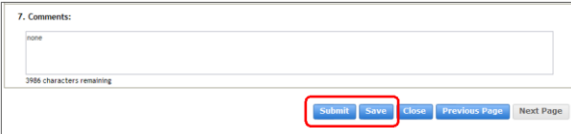
Slide 48: Survey Completion

Session 6

VA Talent Management System

Survey Completion Last Page

When the user gets to the last page of the survey, a **Submit** button will be available to submit the completed survey. If a user does not complete the survey, the **Save** button allows the user to save and complete at a later time.



The screenshot shows a '7. Comments:' section with a text area and a character count. Below the text area are five buttons: 'Submit', 'Save', 'Cancel', 'Previous Page', and 'Next Page'. The 'Submit' and 'Save' buttons are highlighted with a red box.

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Notes:

Slide 49: Survey Completion Last Page

Session 6 VA Talent Management System

Activity #8: Launch and Complete Assigned Survey

System Practice



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Notes:

Slide 50: Activity #8: Launch and Complete Assigned Survey



Activity #8: Launch and Complete Assigned Survey

Scenario: The online course on how to deal with customers, conflict, and confrontation needs to be assigned to users. You are responsible for assigning this course to the appropriate employees.

Task: Using previous knowledge of the VA TMS as a guide, complete the following tasks on your own.

1. Assign the item to one or more users.
2. Record a learning event for the assigned item for one or more users to activate the survey.
3. Log in to the VA TMS as a user.
4. Locate the survey on your To-Do List.
5. Select the **survey title** to launch.
6. Complete all questions/pages of the survey.
7. Select **Submit**.



The Job Aid: Launch and Complete Assigned Survey is available in the VA TMS.


Session 6

VA Talent Management System

Knowledge Check

If a user omits a question during an optional survey and attempts to submit the survey, he or she will receive which of the following:

- a) a warning message to complete the question
- b) an asterisk next to the survey in his or her Learning History
- c) an e-mail alerting the user of the omission and instructions explaining how to re-access the survey if necessary
- a) nothing—the survey will submit as is

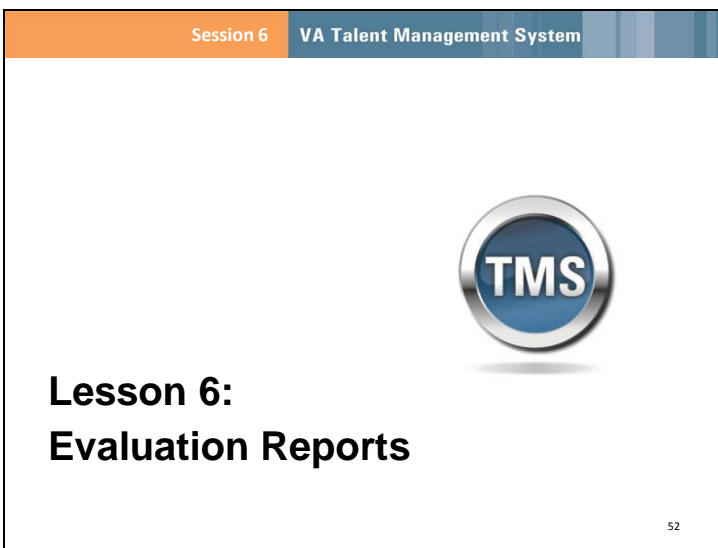


51

Notes:

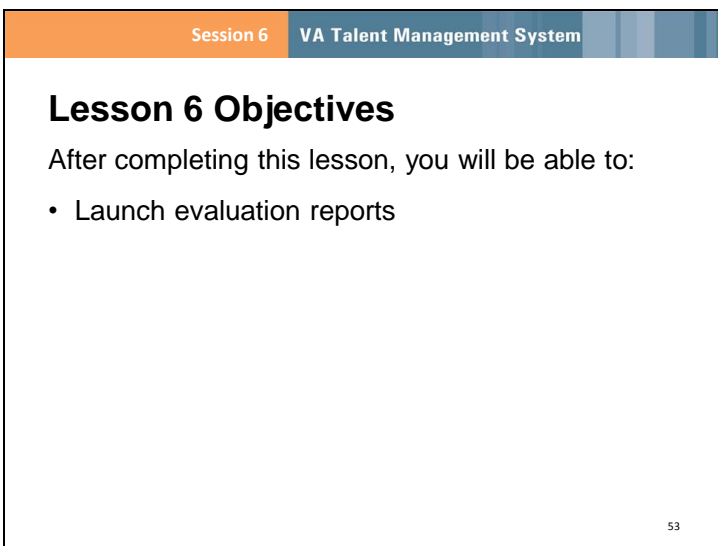
Slide 51: Knowledge Check

1.7 Lesson 6: Evaluation Reports



Notes:

Slide 52: Lesson 6: Evaluation Reports



Notes:

Slide 53: Lesson 6 Objectives

Session 6

VA Talent Management System

Item Evaluation Reports

- Item Evaluation Report
- Item Evaluation by Individual Response Report
- Item Evaluation by Instructor Report
- Learning Evaluation Report
- Follow-Up Evaluation Report

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Notes:

Slide 54: Item Evaluation Reports

Session 6

VA Talent Management System

Item Evaluation Report

The Item Evaluation by Individual Response Report shows each user's responses to the survey questions.

Survey: End of Course Survey (EVAL-1)
Mean Score: N/A
Total Surveys: 12 / 2628
Date Range: N/A - N/A
Item: Item: Feedback, 2020, HHS, 11/20/2020 9:50 AM EST
Offerings: 1
Mean Score: N/A
Total Surveys: 11 / 339
Page 1: End of Course Survey
Item: 104

Question 1: I found the course materials interesting and easy to follow.

Response	Count	Percentage
1 - Somewhat Disagree	1	9.1%
2 - Somewhat Agree	2	18.2%
3 - Agree	8	72.7%

Total Respondents: 11

Question 2: The facilitator's presentation style enhanced my learning experience.

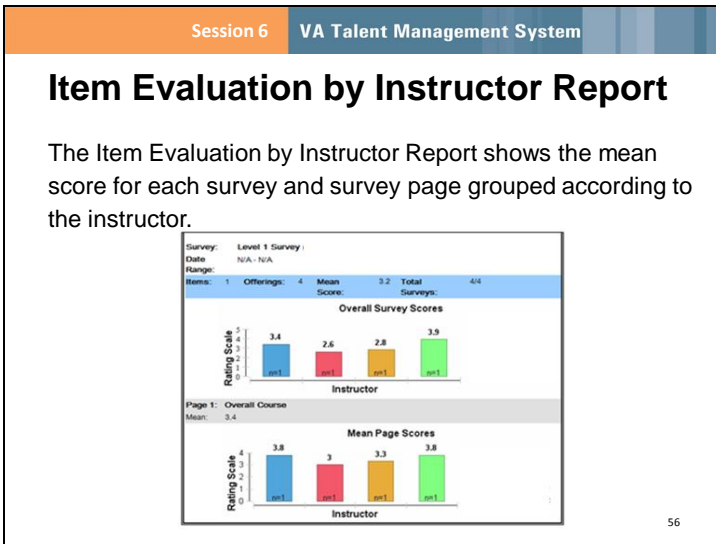
Response	Count	Percentage
1 - Disagree	1	9.1%
2 - Somewhat Agree	4	36.4%
3 - Agree	6	54.5%

Total Respondents: 11

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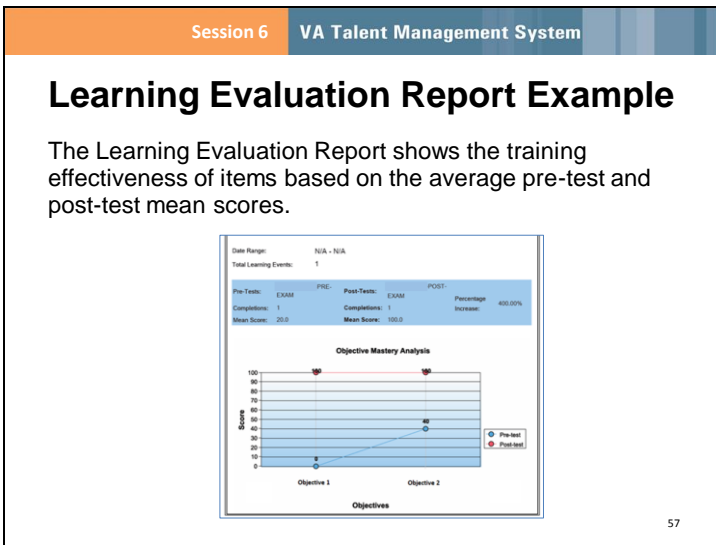
Notes:

Slide 55: Item Evaluation Report



Notes:

Slide 56: Item Evaluation by Instructor Report

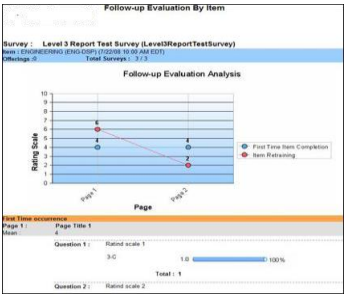


Slide 57: Learning Evaluation Report Example

Session 6
VA Talent Management System

Follow-Up Evaluation Report

The Follow-Up Evaluation Report shows the mean score for each follow-up survey, survey page, and survey question.



Page 1: 4
Page 2: 1

Question 1: 1.0
Question 2: 1.0

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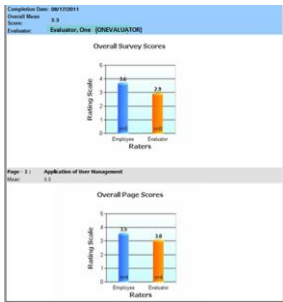
Notes:

Slide 58: Follow-Up Evaluation Report

Session 6
VA Talent Management System

Follow-Up Evaluation by Individual Response Report

The Follow-Up Evaluation by Individual Response Report shows the mean score for each follow-up survey and survey page.



Page 1: 1
Page 2: 1

Question 1: 1.0
Question 2: 1.0

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Slide 59: Follow-Up Evaluation by Individual Response
Report

Session 6 VA Talent Management System

Activity #9: Report Search

System Practice



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Notes:

Slide 60: Activity #9: Report Search



Activity #9: Report Search


Optional: If there is time left in the training session, have the students look up reports on their own, and report back to the group on which reports they found, and how they might use them.

Session 6 VA Talent Management System

Knowledge Check

The Learning Evaluation Report shows the training effectiveness of items based on which of the following:

- a) Post-test mean scores
- b) Pre-test and post-test mean scores
- c) Pre-test mean scores
- d) The grand mean



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Notes:

Slide 61: Knowledge Check

Session 6 VA Talent Management System

Session 6 Summary

- Describe the process for assessing effectiveness of items
- Describe the process for assessing user learning
- Demonstrate how to run training evaluation reports

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Slide 62: Session 6 Summary

Session 6 VA Talent Management System

Session 7 Preview

- Title: Assign, Register, and Record Learning
- Lessons:
 1. Overview of Assignment Methods
 2. Manual Assignment Methods
 3. Automatic Assignment Methods
 4. Record Learning


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Notes:

Slide 63: Session 7 Preview

Session 6 VA Talent Management System

Questions?



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Slide 64: Questions?